

FSA UNIVERSITY COMMUNICATIONS

"Spreading The Word Here and Beyond"



THE "EYE" TEAM

Team Roster

Anita Gross

Anne Eckman

Cindy Farrell

Pat Reese

Candace Wordsworth

Performance Score

FSA Enterprise

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 100)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	72.9	74.2			
	Other survey					
EMPLOYEE SATISFACTION		3.72	4.02			
UNIT COST	Your Contribution		\$.42		\$.46	
	Other					

Contributions

- **Produce HS Videoconference**
- **Increase Use of the Learning Coupon**
- **Redesign FSAU Intranet Site**

**FSA University
Communications Team
Scorecard Contributions**

- We will produce a videoconference for High School/TRIO Counselors between Thanksgiving and Christmas 2002, which will assist them in helping high school students apply for financial aid, and will reach at least 5000 viewers. (Customer Satisfaction)
- We will promote the use of FSA's Learning Coupon—which provides each FSA employee with a \$500 learning account—so that the number of employees who use the Coupon increases from 400 to 600 by August 23, 2002. (Employee Satisfaction)
- We will redesign the FSAU Intranet site to improve usability, and promote the site as an important resource for our primary audience (FSAU, FSA). The initial phase of the project will be in place by July 1, 2002, and we will increase the baseline of hits by 50% by January 1, 2003. (Employee Satisfaction)